



Client Intake Specialist needed for ATLANTA-based Immigration and Criminal Defense Law Firm

Our Lawrenceville, GA based immigration and criminal defense Law Firm is looking for a compassionate and productive Client Service Intake Specialist. This person will focus on providing the people who contact us with *the ultimate customer service experience*. This position will handle critical tasks to ensure all callers feel welcomed and provide them with a strong sense of caring, compassion and understanding.

This is a position that balances the art and science of outstanding customer care. It requires the right combination of empathy, communication skills, attention to detail, and technical know-how. You'll play an integral role in creating memorable client experiences and with that, you will be part of a team working together to grow the law firm.

This important position involves critical duties related to *customer service*. The firm is growing quickly, and the owner needs front-line support to keep potential clients, current clients, and closed case clients happy. This is a key position in the firm, as you will be the first person a client will come in contact with.

The basic duties of the position are:

- Answering the phone in a friendly, professional, and upbeat manner.
- Scheduling initial consultations and client appointments.
- Following up with potential clients before and after their initial consultation.
- Makes regular contact with potential, current, and former clients to ensure we keep our relationship alive and find ways to continue to be of service.
- Smoothing out the engagement process by sending the contracts and making sure new clients feel welcomed.
- Sending letters, notecards, emails, thank you cards.
- Organizing case files and business files via our online systems.

This is a part-time contract position and you will be expected to work 15-20 hours each week during business hours, as needed. This is a remote/virtual position. It is expected that you have a designated, quiet place in your home free from distractions so you can take phone calls. You will need to have all the necessary home office equipment to handle phone calls as well as documenting any notes in our CRM.

Experience and Skills Required:

- Possess strong verbal communication skills with potential clients via the phone.
- Great customer service experience.
- Bilingual (Spanish) is not necessary but a major plus.
- Legal setting experience is a plus as we value a person who can cross function as a legal assistant.
- Being tech savvy to understand how to work in a CRM to document notes is a plus (training will be provided)
- You must have excellent spelling and grammar.
- We will ask you to demonstrate a penchant for accuracy and attention to detail, which are required to avoid mistakes that can cost our clients (and us) dearly.
- You **MUST** be a positive person. If your middle name is "Drama," you will not be successful here.
- If you only see problems and not opportunities, you will not be happy here.

- We work with people experiencing a combination of stress, anxiety, sadness, confusion, and sometimes anger. We are looking for someone who can dig in to find how to help people (even when they seem unlovable). If this sounds like you, we look forward to meeting you.

We are growing fast, and we are investing time and energy in building our A-Team. There will be training on the types of legal matters we handle, how we track our leads, and how to use our CRM system. However, we are looking for someone who can hit the ground running. This is NOT the right opportunity for someone looking for their first professional job or for an introduction into customer service.

Initial compensation is \$13-\$15 per hour with a bonus plan in place.

SEE INSTRUCTIONS FOR APPLYING BELOW. APPLICATIONS THAT DO NOT FOLLOW INSTRUCTIONS WILL NOT BE SEEN OR RECEIVE A RESPONSE.

For the right person, this will be a highly rewarding position. If this sounds like a good fit for you, you will need to complete a two-step process in order to be considered. Prepare a cover letter that explains what you believe are the 3 most important qualities needed to be successful in this role. As a closing sentence please write, "I have read the instructions contained in the job posting and have followed the instructions." Do not send your resume through this online application service. Use your professional email address and compose an email. Send us your cover letter and resume in PDF format to opmanager@lagronelaw.com. The subject line of the email should be I PROVIDE OUTSTANDING CLIENT SERVICE.